OFFICE MEMORANDUM

Subject: Maintenance of Hygiene in the Departmental Canteens functioning from Central Government Offices - Periodical Inspection - regarding.

The undersigned is directed to refer to this Departments' O.M. No.15/3/1992-Dir.(C), dated 22.2.1993 on the above mentioned subject and O.M. No.3/1/99-Dir.(C), dated 31.3.1999 regarding improvement in the functioning of Departmental Canteens/Tiffin Rooms located in the premises of Central Government Offices and to state that periodical inspections of the canteens are required to be undertaken to ensure the quality of eatables, sanitary conditions and personal hygiene of the canteen employees, particularly of those who are handling eatables. A standard proforma has been developed for such inspection (copy annexed).

2. For the purpose of maintaining cleanliness and sanitation in the Departmental Canteens, it is imperative to follow the guidelines/suggestions as mentioned under Para 9.7 & 9.8 (Chapter-IX) of DOPT's Green Book (Third Edition, 2008) on Administrative Instructions on Departmental Canteens, the same along with requisite additional guidelines/suggestions are reproduced for ready reference:-

(i) **Drill for cleaning crockery/cutlery etc.:**

(a) Collection of used crockery/cutlery from dining tables to a decided spot in the washing room.
(b) Removal of left over food from the plates into a receptacle/container and passing them on to wash sink No.1
(c) Rinsing of crockery/cutlery articles individually under running water in wash sink No.1 and passing them on to wash sink No.2.
(d) Treating them with a wet cloth/puff with a touch of detergent powder and placing them individually under the running water in wash sink No.2 and passing them for sterilization.
(e) Sterilization - The washed articles of crockery cutlery may either be passed through an electric sterilizer or by dipping through wash sink No.3 containing a light solution of potassium permanganate or equivalent to be changed frequently and placing them on a titled top to drain out the excess water.
(f) Wipe them dry with a clean towel. Examine if any portion of articles of the crockery has got chipped off or there is a crack, remove it immediately to a decided place for a systematic replacement.

(g) To be carefully stored in storage racks or to be laid on the shelves for re-service.

(h) In case of tiffin rooms or smaller canteens where lesser number of articles of crockery/cutlery are involved, washing, cleaning, sterilization, operations may be carried out with the help of one wash sink (with running water) plus a couple of Buckets, Tubs etc.

(i) The last one hour, before closing hours of the canteen, should be utilized for cleaning all utensils, kitchenware, shelves, racks, flooring, sinks, basins etc. to keep them ready for use for the next day.

(ii) **Maintenance of personal hygiene of canteen workers:**

(a) Physical examination of canteen workers in order to inspect that the workers do take regular and proper hair cuts, keep their nails trimmed and clean, they do not have any sign of a skin disease or a symptom of ailments of the alimentary canal, initially on joining of service and thereafter as and when required. Regular medical examination of the canteen workers may be arranged to be done through the Medical Officer of the Department/Office, or through any other Medical Agency. Payment if any, required to be made for this purpose, will be made by the Department/Office.

(b) Gloves and Head caps should be provided to the canteen workers engaged in cooking etc.

3. All the Ministries/Departments are accordingly requested to get the inspection of Departmental Canteens done on regular basis and a copy of the same may be sent to this Department at an early date so that the inspection report could be used as ready reference, if any, for the surprise check/inspection to be carried out by the Director(Canteens), Department of Personnel & Training as per the laid-out norms for inspection.

Encl: As above

(Rajiv Manjhi)
Director(Canteens)
Tel. 011-24624893

To:

1. All Ministries/Departments of the Government of India. 
   (Director/Deputy Secretaries Incharge, Administrative Division/Wing, as per standard list).
2. All Nodal DDOs nominated by the Ministries/Departments.
3. President’s Secretariat, Rashtrapati Bhawan, New Delhi.
4. Vice-President’s Secretariat, Maulana Azad Road, New Delhi.
5. Cabinet Secretariat, New Delhi.
6. Deputy Secretary(Admn.), DOPT, North Block, New Delhi.
7. Comptroller & Auditor General of India, New Delhi.
8. Director of Audit, Central Revenue, New Delhi.
10. Supreme Court of India, Tilak Marg, New Delhi.
12. CAO's Office, Ministry of Defence, DHQ, PO, New Delhi-110011.
13. Administrator, all Union Territories as per standard list.
14. Tech. Dir. (NIC), Room No. 381, Lok Nayak Bhawan, New Delhi.
REPORT OF THE PERIODIC INSPECTION OF DEPARTMENTAL CANTEENS
(To be completed by the inspecting Officer)

Type of Canteen : ______________________________
Office/Department (Full Address) with Tel. No.: ______________________________
Date of inspection : ______________________________

GENERAL

**1. Accommodation & Cleanliness :**

(i) **Main Hall/Dining Hall :**

(a) Area : Sufficient/insufficient.
(b) Floor : Sufficient/un-satisfactory
(c) White wash : Satisfactory/Needed
(d) Exhaust fans : Adequate/inadequate

(ii) **Kitchen :**

(a) Area : Adequate/inadequate
(b) Floor : Satisfactory/un-satisfactory
(c) General Cleanliness : Satisfactory/un-satisfactory
(d) Shelves/Platform, If any, : Satisfactory/un-satisfactory
(e) Exhaust fans provided : Adequate/inadequate
(f) Fly-proofing/ Wire-mesh fixed : Yes/No
(g) Drainage Facility : Available/Not available

(iii) **Store-Room :** Provided/Not provided.

(a) General Conditions of Store Room (a) Clean/Unclean
(b) Stores properly arranged/ Not properly arranged
(c) Exhaust fans provided/ Not provided

(iv) **Furniture :** Satisfactory/Un-Satisfactory

**In case the condition is found ‘Unsatisfactory’, details/nature of deficiency/defect may be specified.**
2. (a) Personal hygiene of Employees
   Nails Trimmed __________
   Hair Cut __________
   Shave __________
   Cleanliness __________
   Any Skin Disease __________

(b) Required vaccination of cook/bearers
   Done/Not done

(c) Regular Medical Examination
   Yes/No
   (Medical fitness certificate in respect of each cook/bearer etc. be seen by the I.O.)

3. Whether the employees were in proper uniform
   Yes/No

4. (a) Quality of Crockery
   Satisfactory/Needs replacement

(b) Drill for cleaning Crockery
   Satisfactory/Un-satisfactory

5. Use of detergent/Disinfectant
   Yes/No (Indicate Periodicity)

6. (i) Suggestion/Complaint Book Kept
   Yes/No
   (Gist of recorded complaints & action taken thereon by the MC be enclosed separately with the Report)

(ii) Sanitary Diary-cum-Inspection Register
   Available/Not available

7. Separate ladies room/cabin provided
   Yes/No

8. Display of Menu with rates
   Yes/No

9. Rates
   Reasonable/Unreasonable

10. When the rates were last fixed
    ________________________
11. Quality of eatable/beverages : Satisfactory/Unsatisfactory. (Detailed observation on this aspect be appended by the I.O. with the Report)  

12. Whether the norms for usage of Materials-quality-wise & quality-wise are in relation to the selling price :  

13. Opinion about Customer's satisfaction :  

14. Drinking water facility provided : Yes/No  

15. First-aid box for canteen employees provided : Yes/No  

16. Fire-safety measures provided : Yes/No  

17. Type of Fuel used in the Canteen : LPG, Kerosene Oil, Fire Wood and Coal  

**COMPLETION OF ACCOUNTS BOOKS :**  

18. Cash Book : (i) Complete upto _______ (date)  
(ii) Authenticated : Yes/No  

19. Ledger : Complete upto _______ (date)  

20. Stock Register (raw materials) : Complete upto _______ (date)  

21. Stock Register (furniture/crockery etc.) : Complete upto _______ (date)  

22. Preparation Register : Complete upto _______ (date)  

23. Sales Register : Complete upto _______ (date)  

24. (a) Monthly Accounts being prepared. :  
(b) Annual Accounts complete upto  
(c) Whether submitted to Integrated Finance :
25. Cash in hand:

26. Cash in Bank Account:

27. Attendance Register complete upto:

28. Monthly sales:

29. **Discipline and Service**

   (a) General level of discipline during:
       The serving staff/Bearers:

   (b) Any complaints of misbehaviour etc.:
       Yes/No
eetc. received
       (Give details)

   (c) Any pending disciplinary action:

      (i) Nature of charge:

      (ii) Matter pending since when:

30. **General observations by the Inspecting Officials**: 

---

Place: 

Signature of the Inspecting Official:

Date:
ANNUAL FEED BACK REPORT ON THE FUNCTIONING
OF DEPARTMENTAL CANTEENS (DUE BY 30TH JUNE) OF THE YEAR

MINISTRY OF/DEPARTMENT OF ..................................................
..........................................................................................
..........................................................................................
(TO BE FILED BY THE CONCERNED MINISTRY/DEPARTMENT ONLY)

<table>
<thead>
<tr>
<th>No. of Canteens functioning under the Ministry/Department including subordinate/attached offices</th>
<th>Intervals at which canteens were inspected by the Managing Committees (Monthly/Quarterly/Half yearly/yearly)</th>
<th>Whether any additional inspections were carried out by Independent Teams of Officers &amp; Staff representatives' as per O.M. No.3/1/99-Dir(C), dated 31.3.99</th>
<th>Nature of deficiencies noticed during the inspections &amp; action taken by the Offices to rectify them (Brief details only)</th>
<th>Suggestions, if any, for additional initiatives, in the nature of policy, considered necessary to be taken by DOPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
<td>(5)</td>
</tr>
</tbody>
</table>

Signature of Controlling Officer of Ministry/Department (with Seal)